

**Town of Natick
Job Description**

Position Title:	Golf Professional	Grade Level:	1
Department	Community Services	FLSA Status	Non-Exempt
Reports to:	Golf Course Manager		

Statement of Duties: The position will assist with the management of daily golf operations including managing and tracking play, protecting and controlling assets, supervising golf staff, assisting with league administration, merchandising functions, managing tournaments, golf instruction and other golf course programs and services to ensure an exceptional golf experience.

Supervision Required: The employee works under the Golf Course Manager.

Supervisory Responsibility: The employee is responsible for the supervision of all Golf Shop Attendants, Starters and Golf Cart Attendants

Accountability: To create the positive environment necessary for constructive accountability the Golf Professional should:

- Involve employees in setting clear, challenging yet attainable goals and objectives, and give them the authority to accomplish those goals;
- Coach employees when they request help, and support employees in all aspects of the job;
- Monitor progress towards goals, and provide feed-back that includes credible, useful performance measures;
- Provide the training and resources employees need to do the work;
- Recognize employees for good performance, both formally and informally.

Judgment: The Golf Professional should institute the following practices in their decision making.

- Identify the purpose of your decision.
- Gather information.
- Identify the principles to judge the alternatives.
- Brainstorm and list different possible choices.
- Evaluate each choice in terms of its consequences.
- Determine the best alternative.

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- Put the decision into action.

- Evaluate the outcome of your decision and action steps.

Complexity: Work consists of a variety of duties that generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Confidentiality: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Work Environment:

The Golf Professional should institute the following practices to create a positive work environment

- Transparent and open communication
- Training and development focused
- Recognition for hard work or a job well done
- Create a team spirit

Nature and Purpose of Contacts: Position interacts with coworkers, public and external contacts. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or uncooperative individuals.

Occupational Risks:

- Exposure to sun

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Supervise and manage the total golf operation in a professional and efficient manner in the absence of the Golf Course Manager.

- Provide excellent customer service, professional advice and assistance to all patrons.

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- Control and manage play; ensure guest check-in and fee collections.
- Supervise, schedule, and train golf shop personnel as directed by the Golf Course Manager.
- Assist in the purchasing, receipt, display, promotion and sales of merchandise.
- Conduct oneself in a professional manner and maintain a professional image at all times.
- Be informed on and promote all course activities and services.
- Assist in planning and budgeting for the golf operation.
- Assist in managing tournaments, leagues and outings.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- PGA Class A Member or completed Level 2 of the PGA PGM Program
- Must be comfortable with Windows and Microsoft Office Professional
- Experience in website maintenance and social media
- Experience in the municipal environment desirable
- Exceptional interpersonal skills

Knowledge, Abilities and Skill

Knowledge:

- Understanding of current trends in merchandise and equipment
- Understanding of personnel management
- Proficient in the use and management of POS systems
- League management
- Understanding the rules of golf

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Abilities:

- Must be able to officiate a golf tournament
- Must be able to use GHIN handicap system
- Must be able to provide instruction

Skill:

- This position requires the Golf professional to maintain a player skill level that satisfies that of the PGA of America Player Ability Test.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- Must be able to move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance.
- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Reach overhead and below the knees.

Motor Skills:

- Must possess the motor skill necessary to perform the position of Golf Professional

Visual Skills:

- Must possess the motor skill necessary to perform the position of Golf Professional

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

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